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PATENT  
Customer No. 25,537  
Attorney Docket No. 00-5019

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
 )  
Douglas J. COWELL et al. ) Group Art Unit: 2614  
 )  
Application No.: 09/692.926 ) Examiner: Karen L. Le  
 )  
Filed: October 20, 2000 ) Confirmation No.: 8386  
 )  
For: METHOD AND SYSTEM FOR )  
CALL CENTER SCREENING )

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**REPLY TO OFFICE ACTION**

In reply to the Office Action mailed May 7, 2007, please amend the  
above-identified application as follows:

**Amendments to the Claims** are reflected in the listing of claims in this paper.

**Remarks** follow the amendment section of this paper.